Helping Applicants: Basic Tips for Getting Applications through Healthplanfinder

Since October 1, the Health Benefit Exchange (HBE) has been working to improve the experience in Washington Healthplanfinder (HPF) (www.wahealthplanfinder.org) and at its Customer Support Center (1-855-923-4633). As many of you have experienced, HPF applications can generate error codes and messages that prevent submitting applications for a Washington Apple Health (WAH) eligibility determination. Some of these problems are programming issues that HBE is working through.

Many of these error codes and messages, however, can be avoided. Here are a few tips for navigating WAH applications through HPF to submission and receiving an eligibility determination.

- Answer every required question (with an asterisk) and make sure the application is complete.

- Make sure every member of the household is included and all relationships are indicated.

  o For example, failing to add a spouse to an application or failing to indicate every relationship on the relationships screen will cause the application to error out.

- Enter social security numbers for every household member who is applying for Washington Apple Health, if they have one.

- Make sure that tax filing statuses of spouses are the same for each year.

  o For example, selecting "married filing jointly" for one spouse and "married filing separately" for the other spouse will cause the application to error out.

- If the household is receiving - or in the past received - DSHS benefits, try to make sure that the primary applicant in the HPF application is the same as the head of household for DSHS benefits and that the names listed in the HPF application mirror the names on their ProviderOne cards.

  o If you look at a recent DSHS letter, the person whom the letter is addressed to is the head of household.

  o If you have ProviderOne access, try to enter the same information in HPF for the household as in ProviderOne.

- Apply for coverage for all family members already covered by Medicaid.

- Make sure you enter an email address if you select email as the preferred communication mode.

- When entering deductions, leave blank any deductions not being used.

  o For example, entering a zero in any deduction field will cause the application to error out.